

**Will Carr:** What would you say to veterans who are continuing to run into problems here?

**Rima Nelson:** So it depends what the problem is, and what I would say to them is that we are working every day to make sure that we address whatever those concerns are. So for example, one of the areas that I'm working with our TriWest partners is to make sure that the coordination of care for our veterans between the community care providers and the VA is as seamless as it can be without putting the burden on the veteran to make sure that that care is provided. We have a long ways to go, still have a lot of work to do, but we've also made a lot of progress. And when veterans bring issues forward, we look at those individually and we work immediately to try to break that down step by step to understand the root cause and address it. But we still have a lot of work to do.